

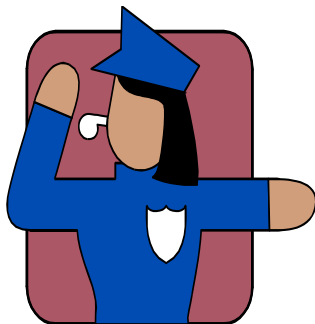
Organizational Indicators

Vision and Values

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> ▪ We are dedicated to serving our customers. ▪ We value and respect diversity. ▪ We work as a team. ▪ We each do all we can. | <ul style="list-style-type: none"> • We learn, change, and improve. • We focus on results. • We make Phoenix better! • We work with integrity. | <p>Any questions or want more information? Call (602) 262-6641 or e-mail bob.wingenroth@phoenix.gov</p> |
|---|--|---|

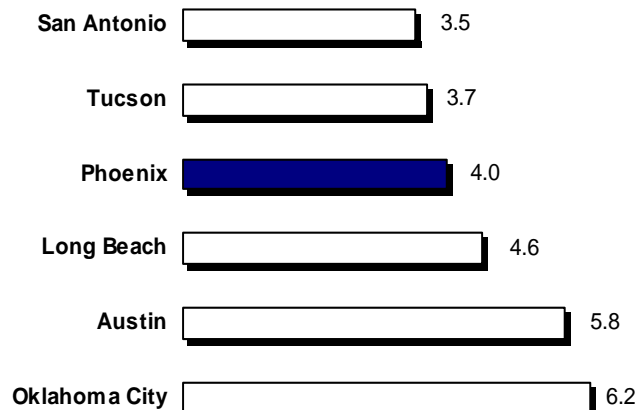
PUBLIC SAFETY

**Police Emergency Response Time
(Minutes from Receipt of Call)**



How do we compare to other cities?

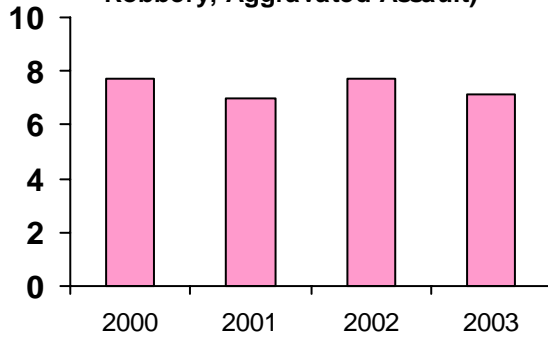
**2003 Police Emergency Response Time
(Minutes from Dispatch)**



Organizational Indicators — continued

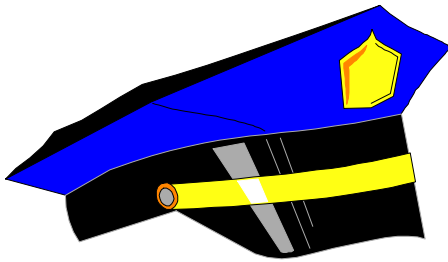
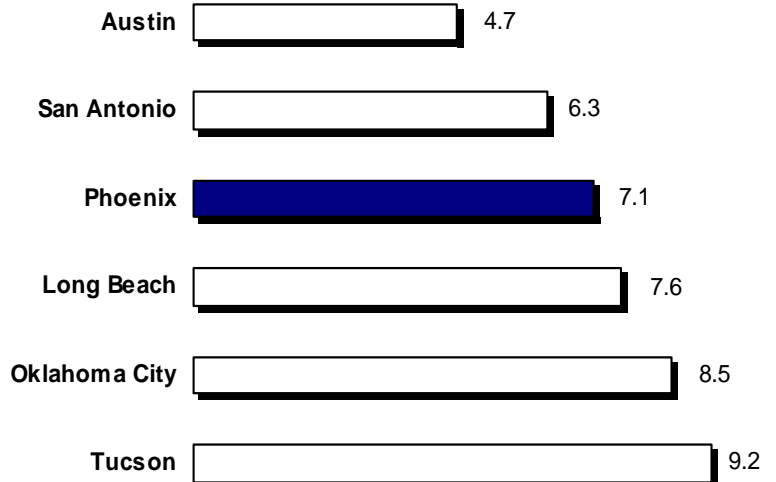
PUBLIC SAFETY

Violent Crimes per 1,000
(Homicide, Sexual Assault,
Robbery, Aggravated Assault)

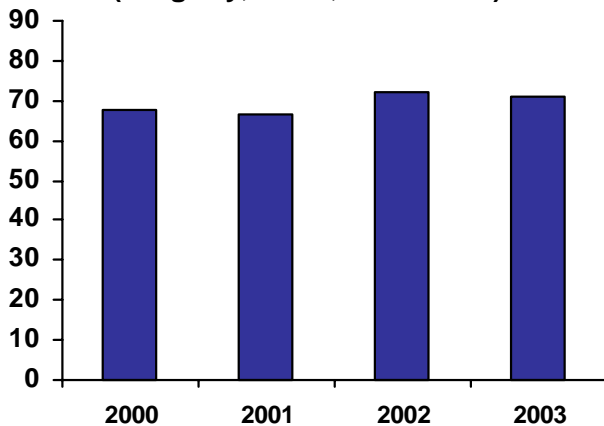


How Do We Compare To Other Cities?

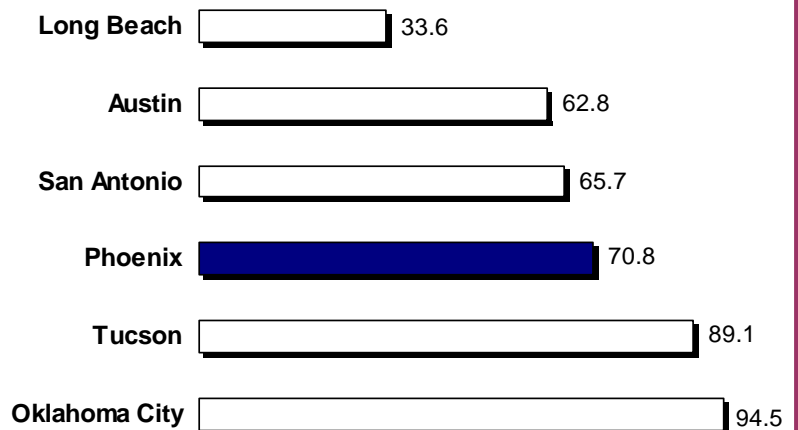
2003 Violent Crimes per 1,000



Property Crimes per 1,000
(Burglary, Theft, Auto Theft)



2003 Property Crimes per 1,000

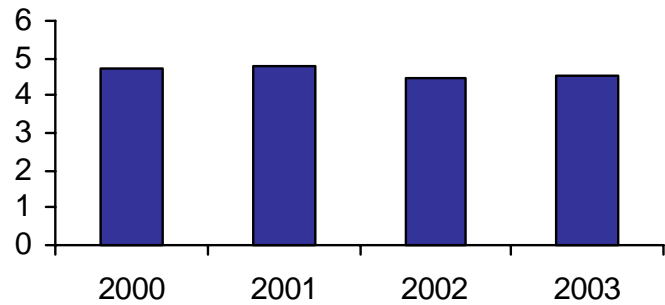


Organizational Indicators — continued

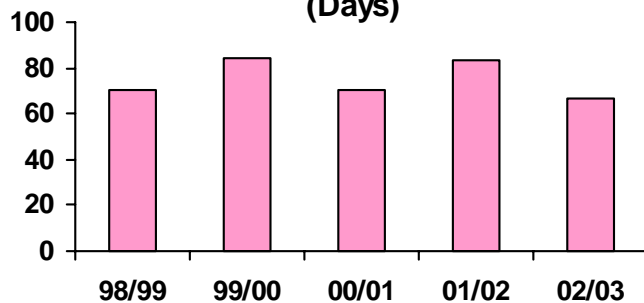
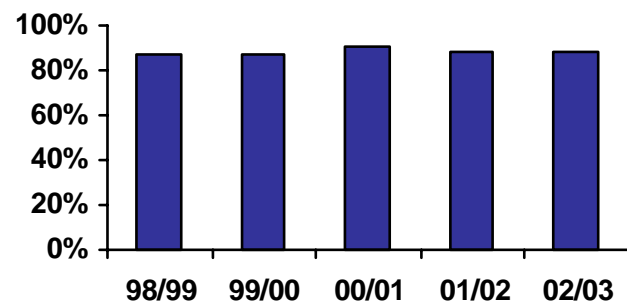
PUBLIC SAFETY



Fire Response Time (Minutes)

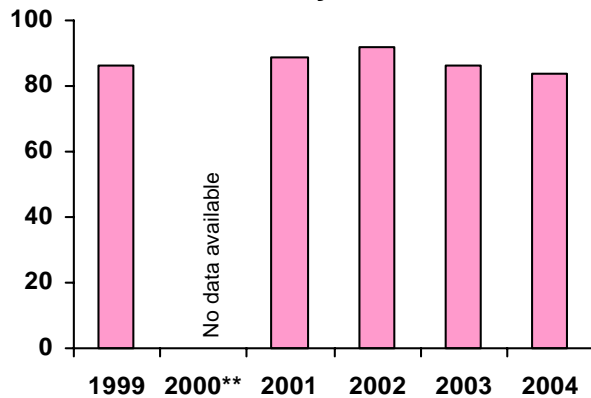


NEIGHBORHOODS

Preservation Case Cycle Time
(Days)Percent of Cases Resolved
Voluntarily

Organizational Indicators — continued

TRANSPORTATION

Overall Rider Satisfaction With
Transit System*

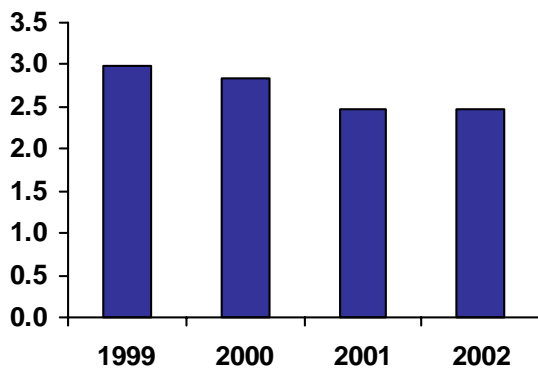
*Reported by year of Satisfaction Report.

**No data available for 2000.

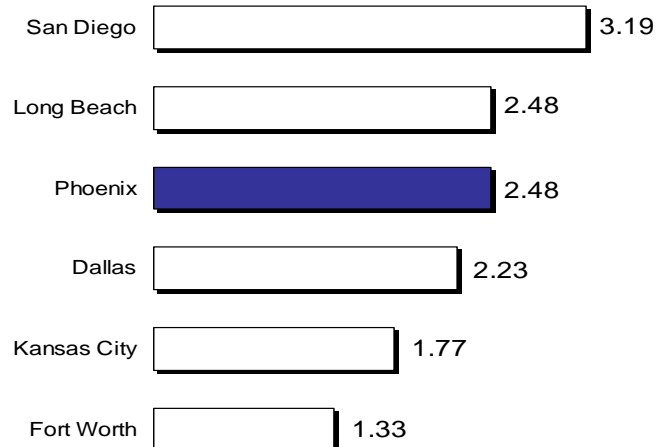


How Do We Compare With Other Cities?*

Bus Passengers Per Mile

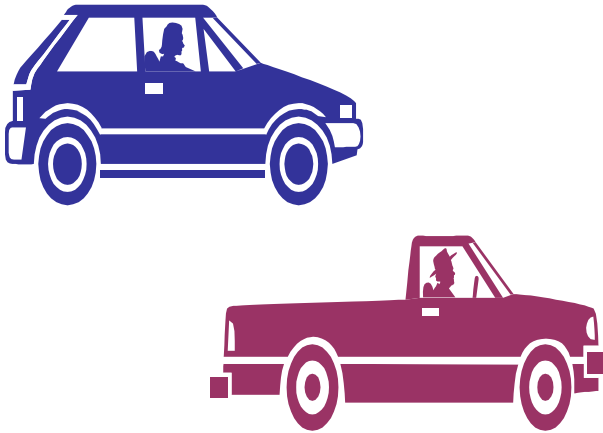


Bus Passengers Per Mile

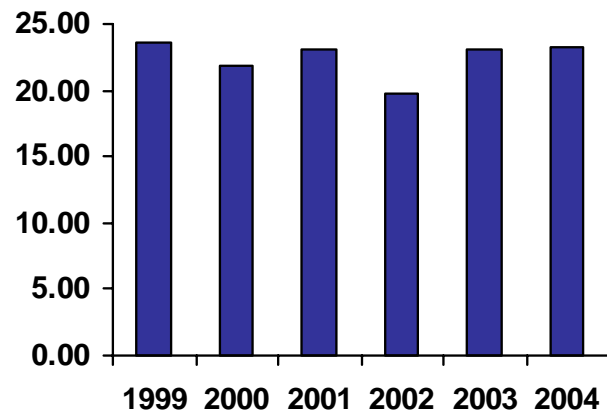


*Comparisons with other cities are based on 2002 data.

Organizational Indicators — continued

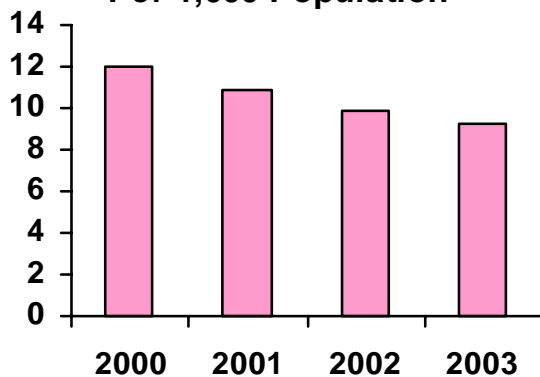


**Number of Minutes for
Commute to Work or School***



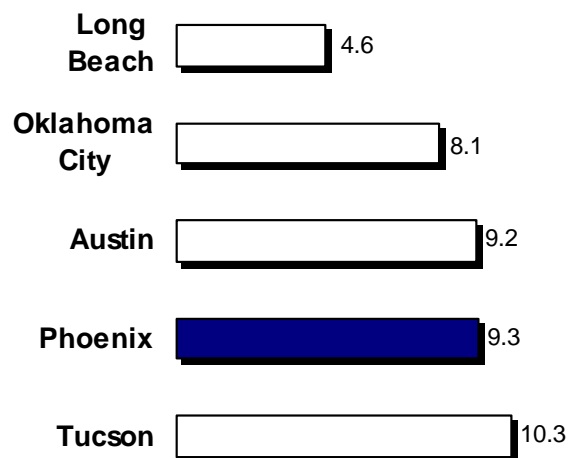
*Reported by year of Market Study.

**Traffic Collisions
with Injuries
Per 1,000 Population**



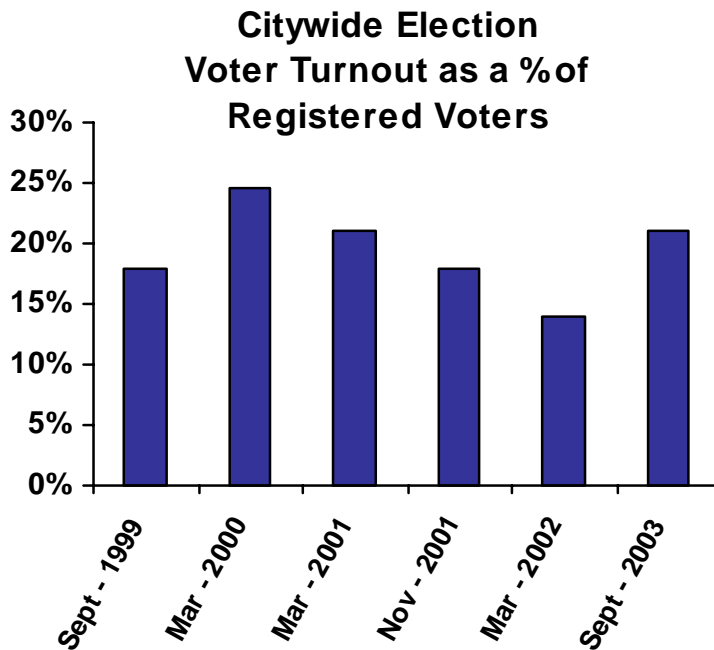
How Do We Compare To Other Cities?

**2003 Traffic Collisions with Injuries
per 1,000 Population**



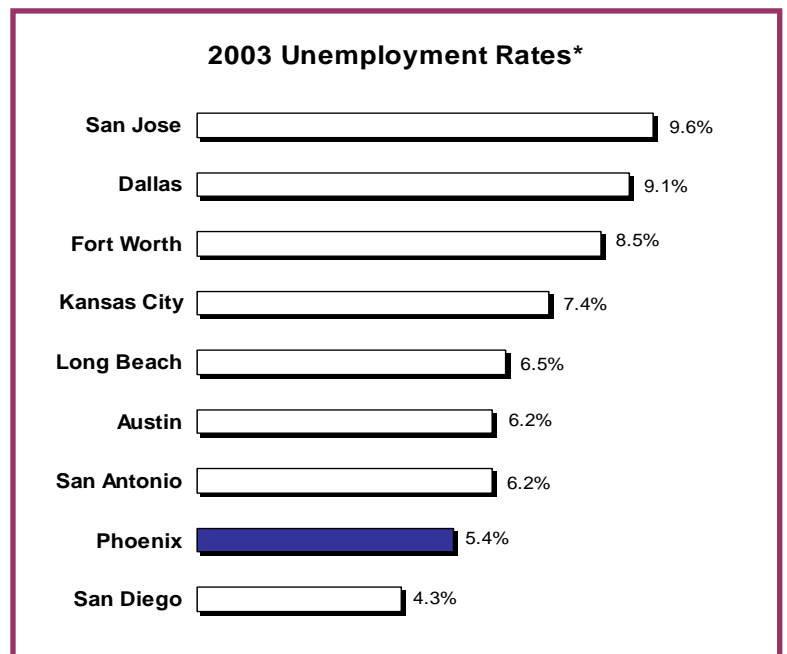
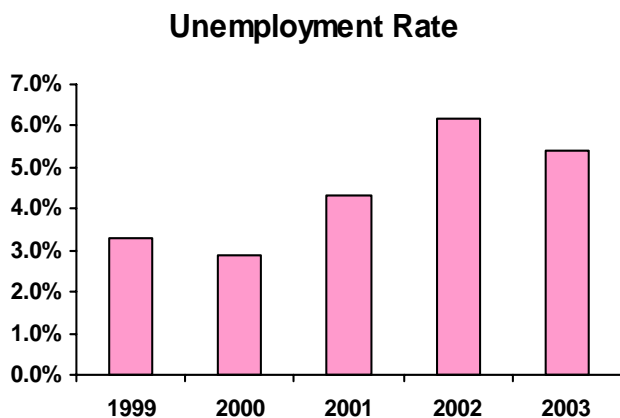
Organizational Indicators — continued

CITIZEN PARTICIPATION



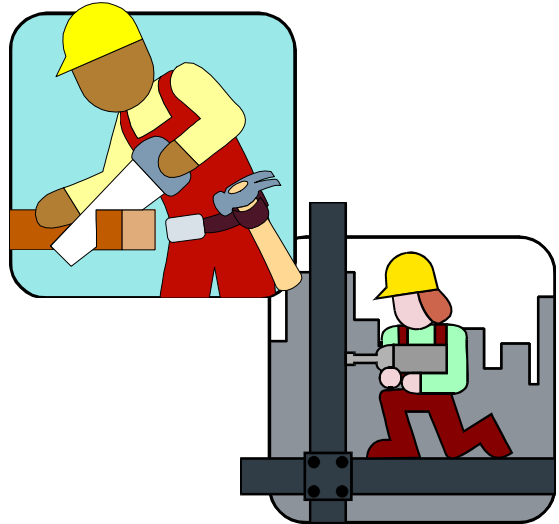
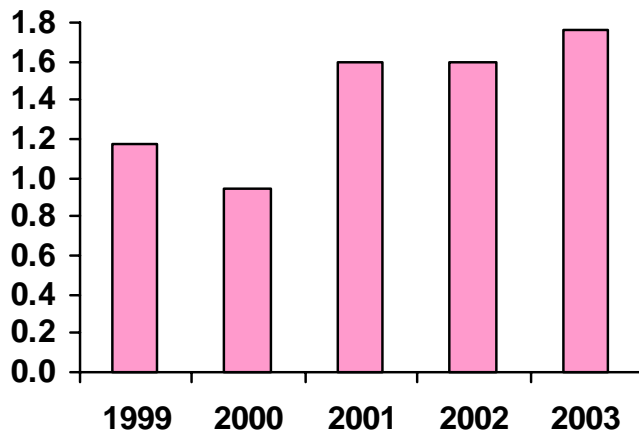
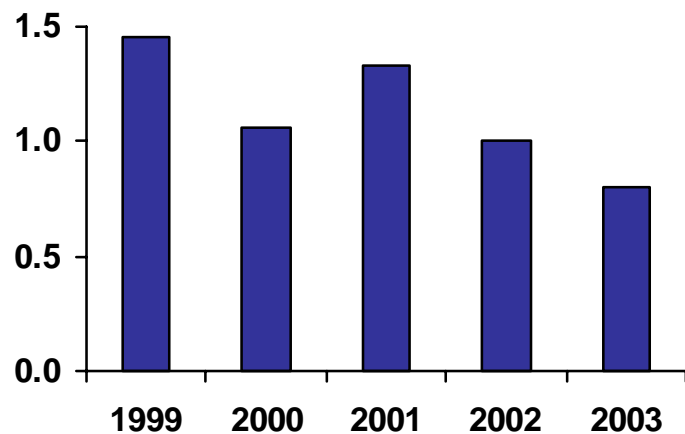
ECONOMIC DEVELOPMENT

How Do We Compare To Other Cities?



*Source: U.S. Department of Labor Bureau of Labor Statistics

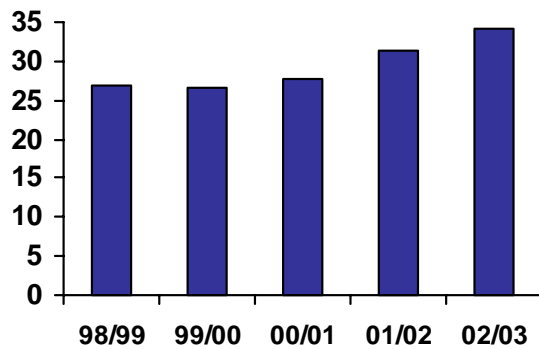
Organizational Indicators — continued

Value of Residential Construction (Billions)**Value of Commercial Construction (Billions)**

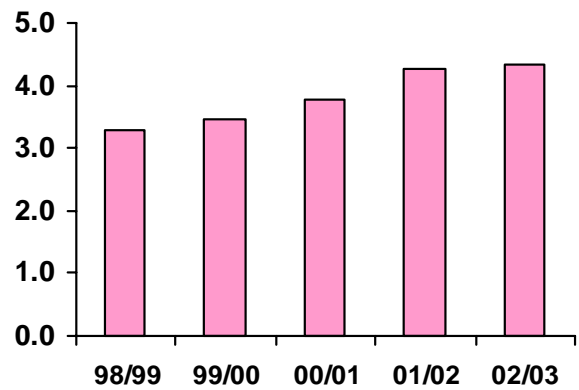
Organizational Indicators — continued

YOUTH AND RECREATION

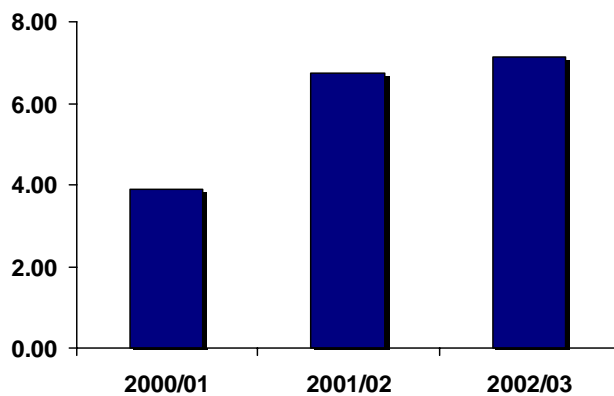
Recreation Users at Public Facilities (Millions)



Library Visitors Served (Millions)



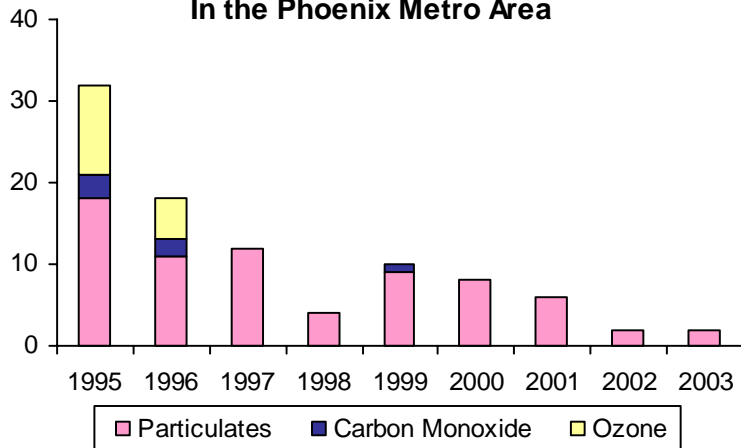
Youth Participation in After School/Summer Recreation Programs (Millions)



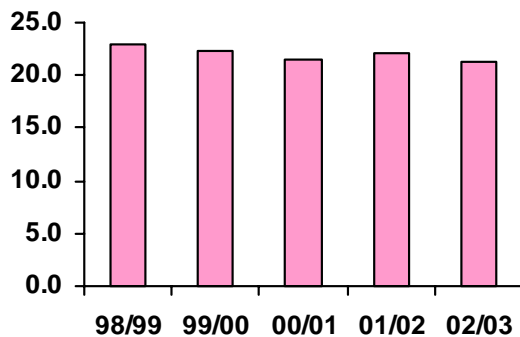
Organizational Indicators — continued

ENVIRONMENT

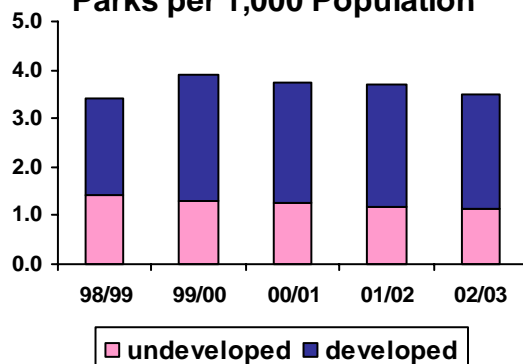
**Number of Days Air Pollution Was Above Federal Standards
In the Phoenix Metro Area**



**Acres of Mountain Parks
per 1,000 Population**

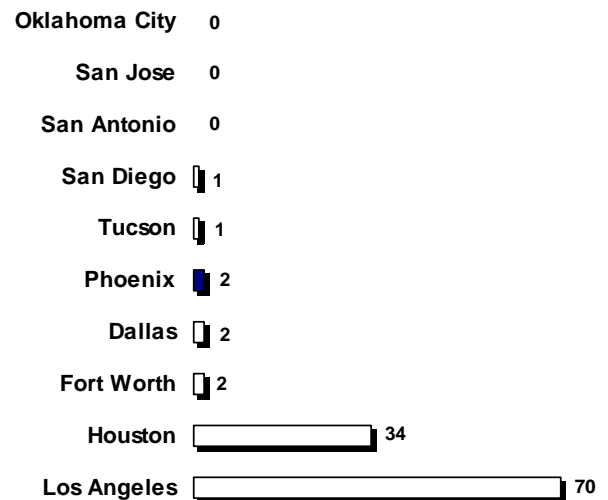


**Acres of
Developed/Undeveloped
Parks per 1,000 Population**



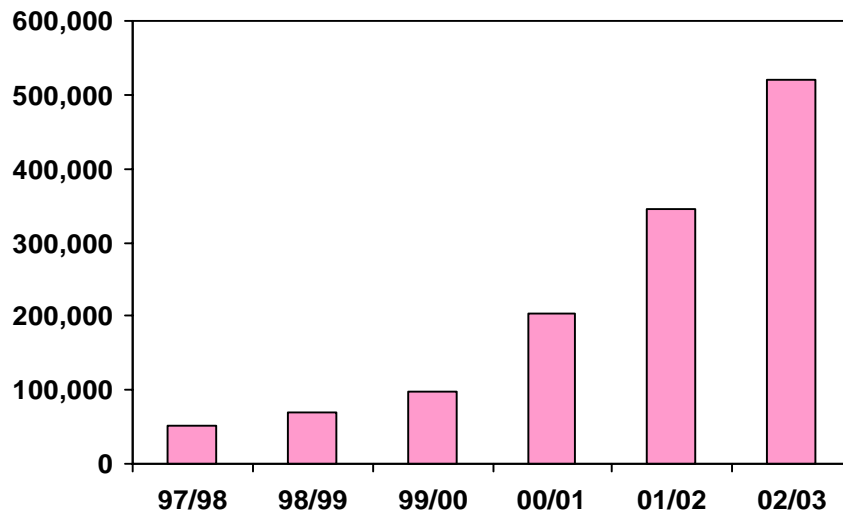
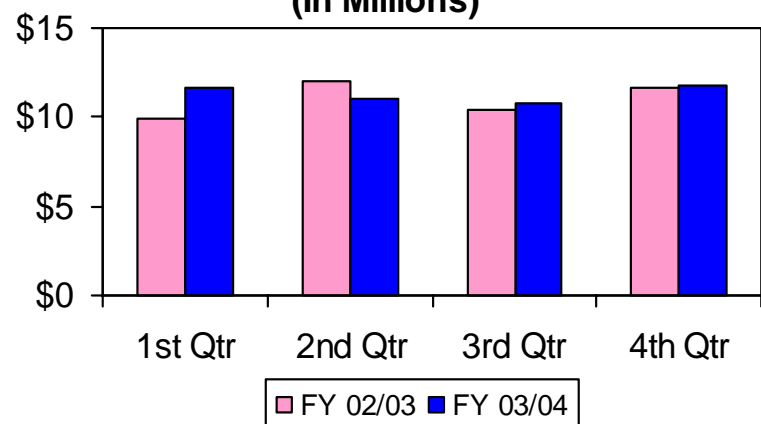
How Do We Compare With Other Cities?

**Number of Days Air Pollution
Was Above Federal Standards
for 2003**



Organizational Indicators — continued

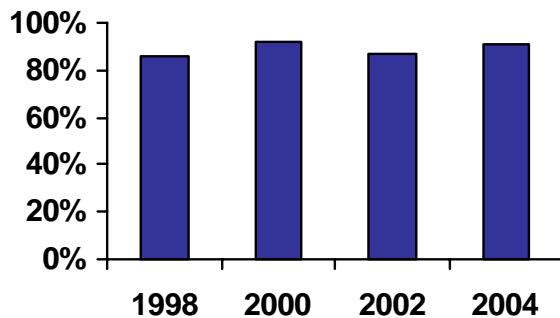
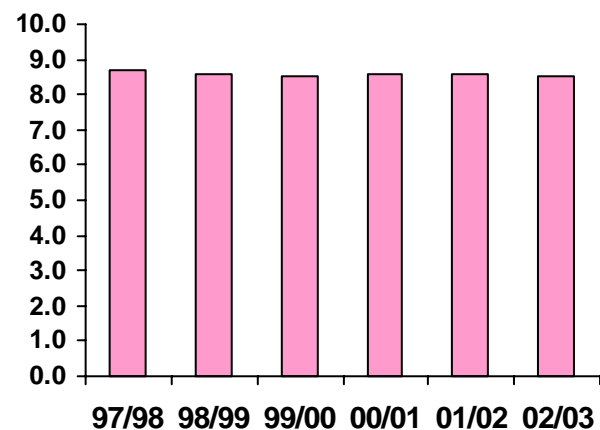
CNG Gallons Used by City Vehicles

Citywide Energy Expenditures
(In Millions)*

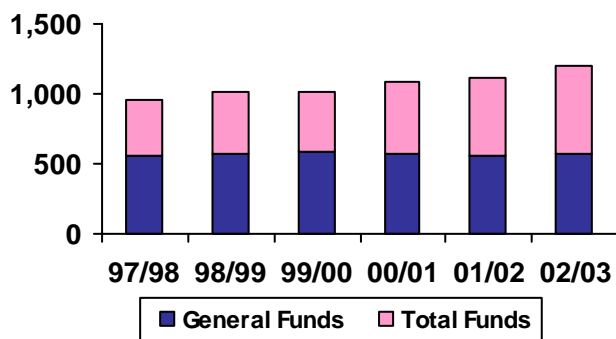
Organizational Indicators — continued

GOVERNMENT SERVICES

Citizen Satisfaction

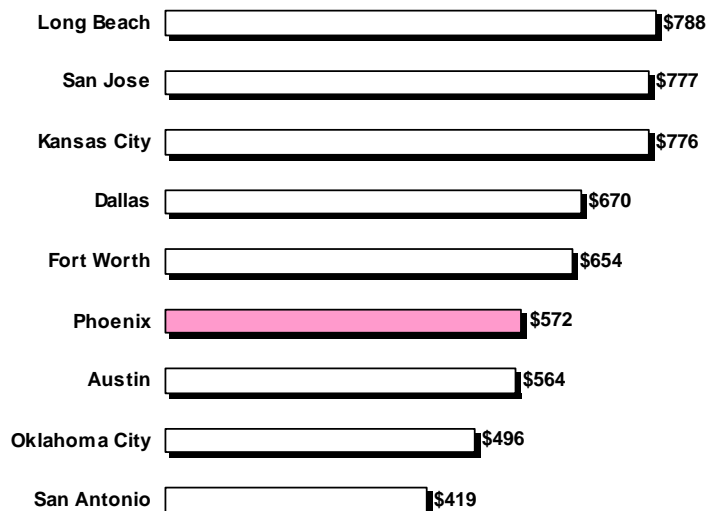
Total Employees per 1,000
Population Whose Salaries Are
Paid By Tax Supported Dollars

City's Cost Per Resident*



*Estimates not adjusted for inflation

How Do We Compare To Other Cities?*

City's Cost Per Resident
(General Funds)

*Comparisons based on FY 2002-03 General Fund expenditures and 2003 population estimates.